

# Medical Reserve Corps

## Volunteers Protecting the Health of Virginia

*Peninsula*

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**Medical Reserve Corps**

# ***Peninsula MRC Orientation***

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# Joining MRC

- ★ If you are taking this Orientation and have not yet joined the Peninsula MRC via the Virginia Volunteer Health System, *please stop and do so now:*
- ★ *Virginia Volunteer Health System:*  
<https://vms.vdh.virginia.gov/vms/default.jsp?main=reg>
- ★ Once approved by the MRC Coordinator, you will receive an email and be directed to complete this Orientation as required training.
- ★ You must take a post Orientation test (last slide) upon completion of this class.

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# What you will learn and do today?

- ★ Define the Medical Reserve Corps
- ★ Examine the mission of the Peninsula MRC
- ★ Describe the fundamentals of Public Health and Emergency Response
- ★ Identify your role and responsibilities as an MRC volunteer
- ★ Identify how our community will respond to a disaster or emergency
- ★ Test your knowledge – test required

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# What is MRC?

The Virginia MRC Program is an entity of the Virginia Department of Health Emergency Preparedness and Response Program, and is a specialized component of the Department of Homeland Security's *Citizen Corps*, a national network of volunteers dedicated to making sure their families, homes, and communities are safe from terrorism and disasters of all kinds.

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Emergency Preparedness  
& Response Programs



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# Freedom Corps Umbrella



Corporation for  
**NATIONAL &  
COMMUNITY  
SERVICE**

*citizen*★*corps*



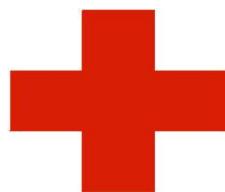
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# Other Volunteer Disaster Responders



**American  
Red Cross**

*Together, we can save a life*



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# MRC History & Facts

- After “9-11”, a surge of “What can I do to help?”
- People not mentally/physically ready for austere conditions; became part of the problem
- President Bush – 2002 Created the USA Freedom Corps to pre-credential/train
- MRC was formed; now 950+ units and 250,000+ volunteers nationwide with 31 units and 12,000+ volunteers in Virginia!
- Sponsored by the Office of the Surgeon General
- Funded with grants from HRMMRS, NACCHO, and Citizen Corps



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NACCHO  
National Association of County & City Health Officials  
The National Connection for Local Public Health

citizen★corps

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# Partnerships/Stakeholders

- ★ **FEDERAL AGENCY PARTNERS** – Department of Homeland Security, FEMA, CDC, and Department of Health & Human Services
- ★ **STATE AGENCY PARTNERS** – VDEM, Public Safety Departments, VDOT
- ★ **PRIVATE PARTNERS** – Businesses, Banks, Hospitals, Clinics, Health Care Providers

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# MRC Concept Developed by the Office of Surgeon General

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## *Why we exist...*

- **Pre-identify** medical and public health volunteers in the community; but you do not need to be a medical professional to serve
- **Credential** and **train** volunteers **in advance** of emergencies to better prepare them to serve
- **Utilize** them on an ongoing basis to strengthen the public health infrastructure

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# Surgeon General's Priorities

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- ★ Increase Prevention
- ★ Eliminate Health Disparities
- ★ Improve Public Health Preparedness
- ★ Foster Community Resiliency

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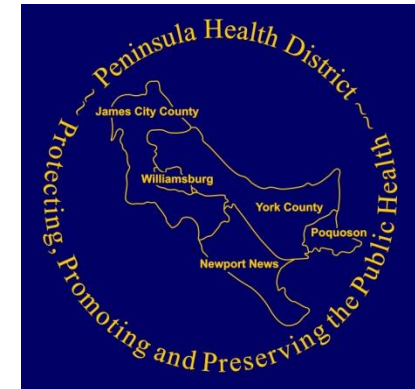
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# Peninsula MRC

Covers the areas of:

- ★ Hampton
- ★ Newport News
- ★ Williamsburg
- ★ Poquoson
- ★ York County
- ★ James City County

Urban, Suburban and Rural Areas  
*Approximately 500 sq. miles*



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# Medical Reserve Corps Unit - *Our Day to Day Operations*

- ★ Recruitment, Selection, Placement
- ★ Credentialing
  - (VVHS, DHP, etc.)
- ★ Training
- ★ Mobilizing
  - Deploying / Tracking
- ★ Recognizing
- ★ Retaining – Ongoing Programs
- ★ Partners/Stakeholder Workgroups



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# Medical Reserve Corps Unit - *Our Day to Day Operations*

*The Peninsula MRC Coordinator Reports Directly to the Emergency Planners for two Health Districts. The MRC Program Director is the Planner at the Peninsula Health Center.*

*The Planners report to the District Health Director*

- |  |                                 |
|--|---------------------------------|
| ★ Peninsula Health District/Center (PHC) | ★ Hampton Health District (HHD) |
| ▪ District Health Director <             | ▪ District Health Director <    |
| ▪ Emergency Planner                      | ▪ Emergency Planner             |

*At the discretion of the MRC Program Director, an MRC Executive Committee, Emergency Management Advisory Committee, and Volunteer Leadership Committee may actively participate in decision making and direction of the PenMRC. See PenMRC Policies for more information.*

*An Assistant MRC Coordinator may be hired to assist with administrative responsibilities*



# Mission Statement

The **PENINSULA MRC's** mission is to deploy **approved/active** volunteers to augment and assist existing community operations during large-scale emergencies, aid in the response to pressing health care needs, and improve community emergency preparedness.

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# Large Scale Emergencies

- ★ Accidental/Technological Disasters
- ★ Terrorist Attacks
- ★ Public Health Emergencies
- ★ Natural Disasters

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# Disaster Defined

A sudden and unexpected occurrence of a severity and magnitude that normally results in deaths, injuries, and property damage and cannot be managed through the routine procedures and resources of government.

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# Technological Disasters

Situations in which large numbers of people, property, infrastructure, or economic activity are directly and adversely affected by major industrial accidents, severe pollution incidents, nuclear accidents, air crashes, major fires or explosions.

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# Terrorism

Emergency preparedness is no longer the sole concern of earthquake prone Californians and those who live in the part of the country known as "Tornado Alley."

What is Terrorism?

The unlawful use or threatened use of force or violence against people or property to coerce or intimidate governments or societies, often to achieve political, religious, or ideological objectives.

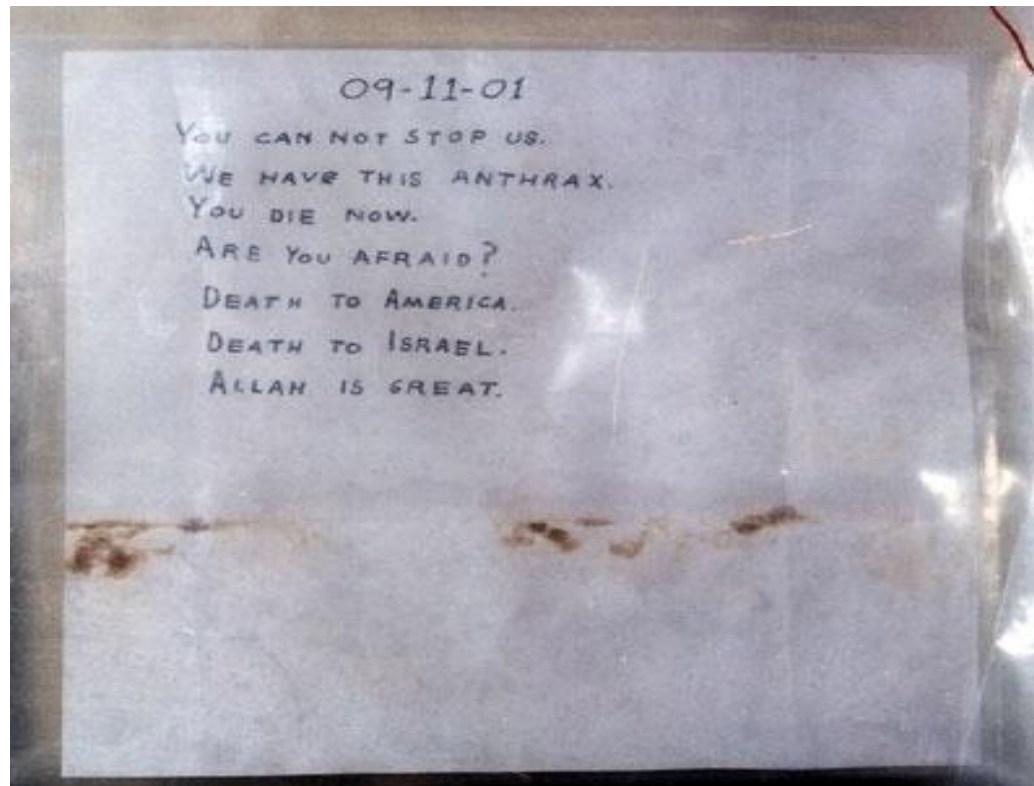
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# Bioterrorism - Is the threat real or exaggerated?



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# Bi terrorism – Public Health

- ★ **Bi terrorism** is terrorism involving the intentional release or dissemination of biological agents. These agents are bacteria, viruses, or toxins, and may be in a naturally occurring or a human-modified form.
- ★ **Biological Warfare** (BW) — also known as **germ warfare** — is the deliberate use of disease-causing biological agents such as bacteria, viruses, fungi, or biological toxins, to kill or incapacitate humans, animals or plants as an act of war.

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# Bioterrorism – Public Health

## ★ Category A Diseases/ Agents

- Anthrax (*Bacillus anthracis*)
- Botulism (*Clostridium botulinum* toxin)
- Plague (*Yersinia pestis*)
- Smallpox (variola major)
- Tularemia (*Francisella tularensis*)
- Viral Hemorrhagic Fever

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# Bioterrorism – Public Health

## ★ Category B Agents

- Brucellosis (*Brucella* species)
- Food safety threats (e.g., *Salmonella* species, *E coli* *Staphylococcus aureus*)
- Glanders (*Burkholderia mallet*)
- Q fever (*Coxiella burnetii*)
- Ricin toxin from *Ricinus communis* (castor beans)
- Staphylococcal enterotoxin B
- Typhus (*Rickettsia prowazekii*)
- Viral encephalitis, EEE
- Water supply threats (e.g., *Vibrio cholerae*, *Cryptosporidium parvum*)

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# Bioterrorism – Public Health

## ★ Anthrax

- 3 forms -cutaneous, inhalational, GI
- Infective dose is low - a few spores
  - 2001 attack through the US postal service - weapons grade - high spore concentration, uniform particle size, low electrostatic charge to reduce clumping
  - 22 confirmed or suspect cases
  - 11 inhalational (5 died)
  - 11 cutaneous (7 confirmed and 4 suspect)

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# Bioterrorism – Public Health

## ★ Inhalational Anthrax

- Incubation period 2-60 days
- Fever, malaise, cough, mild chest discomfort; possible short recovery phase then onset of dyspnea, diaphoresis, stridor, cyanosis, shock
- Death within 24-36 hours after onset of severe symptoms (case fatality = 100% if untreated)
- Hemorrhagic meningitis in about 50%
- Wide mediastinum on chest x-ray

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# Bi terrorism – Public Health

A Lifesaver candy:



- Weighs about 4 grams
- There are about 300,000,000 humans in the US
- Properly applied, were your lifesaver Anthrax, it would be enough to kill every man, woman and child in America.

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# Pressing Health Care Needs

- ★ Communicable Disease Outbreak
- ★ Mass Vaccination
- ★ Healthcare Education
- ★ Healthcare Investigation



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# Large Outbreaks of Communicable Disease

- ★ Pandemic influenza
- ★ SARS
- ★ Meningitis
- ★ Food borne illness
- ★ Tuberculosis



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# Fundamentals of Public Health

- ★ Prevent epidemics and the spread of disease
- ★ Protect against environmental hazards
- ★ Prevent injuries
- ★ Promote and encourage healthy behaviors
- ★ Respond to public health emergencies
- ★ Assure quality and accessibility of health services

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# Public Health in Emergencies

An **Emergency Operation Plan** (EOP) outlines the roles of the participants, protocol for implementation, and how to respond to particular events.

Each Health District  
has its own **EOP** & Planner.

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# Public Health in Emergencies

*Likewise, local governments,  
public health care  
departments, and hospitals  
have their separate **EOPs**.  
Each responder works  
together to create a  
community response.*

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# Public Health in Emergencies

- ★ Coordinates medical, public health, mental health, and emergency medical services
- ★ Conducts active disease surveillance and investigations
- ★ Establishes procedures for mass or mobile clinics for prophylaxis, vaccination and pharmaceuticals
- ★ Supports mass care/shelter operations (medical special needs)

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# Public Health in Emergencies

- ★ Implements quarantine/isolation measures upon authorization from the Health Commissioner
- ★ Conducts water and food safety inspections

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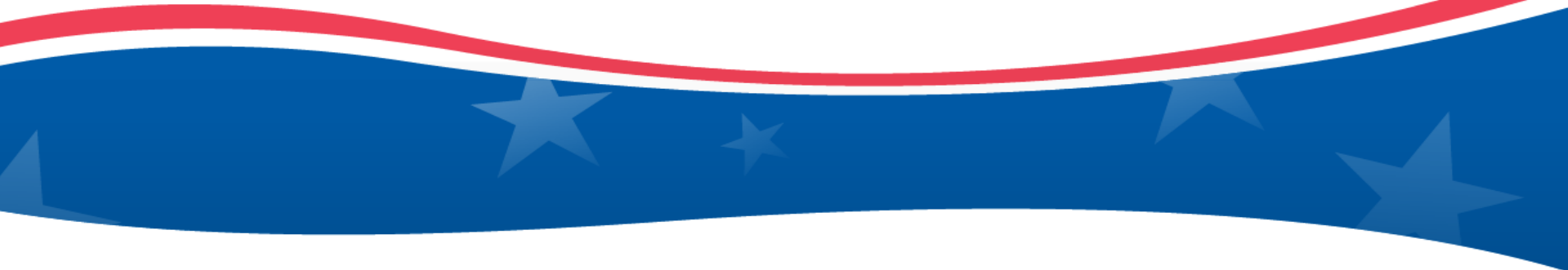


**Emergency Preparedness  
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# Who are MRC volunteers?

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# *They are* Healthcare Volunteers

- Physicians
- Physician Assistants
- Nurse Practitioners
- RNs & LPNs
- Nurses Aides
- Pharmacists
- Mental Health Professionals



- Dentists
- Veterinarians
- Vet. Assistants

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# *They are* Support Volunteers

- Teachers, Students
- Clergy
- Social Workers
- Interpreters
- Office & IT
- Telecommunications
- Anyone that is willing to volunteer!



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# MRC Hurricane Response

- ★ Respond to Onsite Medical Emergencies
- ★ Staff Emergency Shelters – *General help, help with Pets, and Medical Special Needs*
- ★ Provide Emotional Counseling
- ★ All disaster start locally with response, but you can deploy within the State & Nationally, if desired



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# MRC Community Emergency Preparedness and Response

- Community Presentations
- Community Events and Groups
- Planning Committees
- Individual Outreach





# Volunteering with the PENINSULA MRC

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# Volunteer Responsibilities

- ★ Take necessary training to become better prepared to serve
- ★ Volunteer time, service, expertise
- ★ Act as a MRC Ambassador/Recruiter when serving – you are the face of MRC
- ★ Keep information up-to-date in VVHS for alerts
- ★ Be prepared to work in a high-risk environment
- ★ Know the MRC policies (visit PenMRC website)
- ★ Agree to screening, references, credentials and background checks
- ★ Report your volunteer hours to PenMRC:  
<http://www.vdh.virginia.gov/mrc/peninsulamrc/forms.htm>

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# MRC Activation in Emergencies

- ★ MRC requests for volunteers are received in the Emergency Operations Center, Health Desk (ESF #8), and/or Health Dept. Operations Center and reviewed by the District Health Director or Planner
- ★ Approved (pre-trained, pre-credentialed) volunteers are alerted by MRC via emergency phone alert and requested for specific duties
- ★ *Do not respond to any emergency unless requested and officially deployed by MRC. If you do, you will forfeit your liability coverage, be removed from the Corps, and be held liable for any actions.*

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# MRC Activation in Emergencies

- ✓ If phone lines are down, listen to media announcements for how to serve/where to report to
- ✓ You must be **officially deployed** by MRC in order to serve
- ✓ You must follow instructions given by MRC
- ✓ You must follow instructions of the on-site Supervisor you are assigned to by MRC



# Training

- ★ Training is the gateway to serving and builds competent, confident, prepared volunteers.
- ★ You are a local asset in an emergency.
- ★ **Required training** in order to swiftly deploy:
  - *Peninsula MRC Orientation (you are here now)*
  - *ICS-100*  
<http://training.fema.gov/emiweb/is/is100b.asp>
  - *ICS-700*  
<http://training.fema.gov/EMIWeb/is/is700a.asp>
  - *Medical Professionals must maintain CPR/AED/First Aid credentials*
- ★ *If you have completed these courses, please promptly present the certificate(s) to the PenMRC office.*

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# Training

- ★ Other recommended training: see training matrix on the PenMRC website
- ★ Some training is on-line while other training is live/classroom
- ★ You will receive VVHS alerts to your email address for other training opportunities as they become available.
- ★ You must have an email account to receive alerts for training (and non-emergency service opportunities).
- ★ Please follow instructions in the alert to register for training.
- ★ If you register, please mark your calendar, you will be expected at the training, otherwise please call the PenMRC Office to cancel. Reminders are not typically provided.

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# Training

## TRAIN Virginia

Prepared. On track. Online.

The TRAIN Virginia learning management system is designed to improve public health workforce and MRC volunteer competencies and to provide access to Virginia and national public health educational sources.

<http://va.train.org>

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# Training

## **TRAINVirginia allows PenMRC Volunteers to:**

- ★ Pursue the training needed to be confident in the field.
- ★ Not have to remember to call PenMRC to sign up for a training class; sign up 24/7.
- ★ Search for on-site or distance learning training opportunities outside of PenMRC.
- ★ Register online for training, conferences, meetings, etc. that interest you.

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# Training

- ★ Provide proof that you have taken a training class via a certificate upon completion.  
**Keep a record of the training you have taken in a printable or emailable, portable transcript.**
- ★ Establish a free account:  
<http://www.vdh.virginia.gov/mrc/peninsulamrc/trainva.htm>

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# Volunteer Identification & Supplies

- ✓ PenMRC ID Badge
  - ✓ *Acquired at the PenMRC office upon completion of required training and successful background check.*
- ✓ Vest, if required by the Incident Commander
- ✓ Go-Bag if necessary, but bring your own personalized bag
- ✓ MRC shirt at first exercise/event

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# Liability Legislation

Liability insurance may be provided by the department utilizing their services both to regular-service and occasional-service volunteers to the same extent as may be provided by the department to its paid staff.

Volunteers in state and local service, including, but not limited to, any person who serves in a Medical Reserve Corps (MRC) unit or on a Community Emergency Response Team (CERT) established under VirginiaCORPS, shall enjoy the protection of the Commonwealth's sovereign immunity to the same extent as paid staff.

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# Liability Legislation

## **Code of Virginia 44-146.23 (Commonwealth of Virginia Emergency Services and Disaster Law of 2000)**

MRC volunteers while engaged in emergency service and activities should be immune from liability for negligence caused when providing medical and health services so long as they are doing so under supervision of the VDH. Emergency includes the threat of an occurrence that could cause substantial harm, preparing for disasters, and the prevention of injury.

Additionally, during an emergency, those volunteers who are licensed or certified to render health care services should receive immunity from negligence when they gratuitously render aid using their skills.

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# Liability Legislation

## **Code of Virginia 2.2-3600 et seq., (State Government Volunteers Act)**

- MRC volunteers may enjoy the protection of the Commonwealth's sovereign immunity if they are deemed to be a volunteer of VDH

## **Code of Virginia 8.01-225.01**

- May provide protection from liability in cases where a provider is alleged to have abandoned his own patients while helping out in a declared emergency

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# Liability Legislation

## **Code of Virginia 8.01-225.02**

May provide certain liability protection for health care providers during declared disasters. In the absence of gross negligence or willful misconduct, any health care provider who responds to a disaster shall not be liable for any injury or wrongful death of any person arising from the delivery or withholding of health care when (i) a state or local emergency has been or is subsequently declared in response to such disaster, and (ii) the emergency and subsequent conditions caused a lack of resources, attributable to the disaster, rendering the health care provider unable to provide the level or manner of care that otherwise would have been required in the absence of the emergency and which resulted in the injury or wrongful death at issue.

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# Liability Legislation

Virginia Code 8.01-225 et seq., the “**Good Samaritan Act**” MRC volunteers (and others) should be immune from liability for harm caused when providing emergency care to ill or injured persons at the scene of an accident, fire or any life-threatening emergency.

## **Federal Law: Public Readiness and Emergency Preparedness Act (PREP Act) Pub. L. 109-148**

- If the MRC’s activities relate to the dispensing of drugs or devices in an emergency situation, the PREP Act might apply.
- During a public health emergency, the Secretary of HHS may appoint MRC volunteers as intermittent disaster response personnel, which grants them the legal protections when they are working within the scope of their Federal employment as members of the MRC federal deployment cadre.

(<http://www.medicalreservecorps.gov/MRCDeployment/FAQ/LegalProtections>)

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# Liability/Risk Management

- Virginia Medical Reserve Corps volunteers are covered by VDH's Risk Management policy for **daily public health activities**:
  - When under the direction of VDH and abiding by VDH volunteer policies (Virginia Code 2.2-1837 and 2.2-1840)
  - This includes up to \$2 million in Tort/Medical Malpractice Liability and up to \$10,000 for medical payment claims.

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# Worker's Compensation

In most cases MRCs would currently **not fall under workers compensation in the Commonwealth. However, coverage could be provided if:**

- A locality decided to provide MRC workers compensation after adoption of a resolution pursuant to VA. Code 65.2-101.
- This would apply only to MRCs acting in the same locality as the local government. This is not the case currently in some areas of Virginia.
- VDEM (Virginia Dept of Emergency Management) requests MRC assistance and the MRCs are responding at the request of VDEM.
- MRCs would then be deemed to be employees of VDEM for purpose of the Virginia Workers Compensation Act and could be eligible for Workers Compensation. VA Code 65.2-101 (1) (m) (1)

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# Worker's Compensation

If MRCs are deployed by Virginia under an EMAC (Emergency Management Assistance Compact –[www.emacweb.org](http://www.emacweb.org)):

- Their coverage would be as described under the Workers Compensation Act's definition of "employee" Workers Compensation as provided when members of the Office of the Civilian Medical Reserve Corps Federal Deployment cadre are responding to a federal response (<http://www.medicalreservecorps.gov/MRCDeployment/FAQ/LegalProtections>)

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# HIPAA for MRC Volunteers

As student/volunteer performing duties for the Virginia Department of Health, you will have access to the protected health information (PHI) of our patients. The fact that an individual is or was a patient of the VDH is PHI.

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# HIPAA for MRC Volunteers

It is illegal for you to use or disclose PHI outside the scope of your student/volunteer duties for the Virginia Department of Health.

Volunteers who violate HIPAA will face legal consequences and fines.

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# MRC Volunteers are Needed Now

*For an all hands on deck, large scale disaster,  
natural or man-made:*

Hampton	1,250
<u>Peninsula</u>	<u>3,000</u>
<b>TOTAL Needed</b>	<b>4,250</b>

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# MRC Volunteers are Needed Now

- ★ Do you know a potential volunteer?
- ★ Caring, committed, reliable, and responsible, just like you?
- ★ Share MRC information
- ★ Sign up at:  
[www.vdh.virginia.gov/mrc/peninsulamrc](http://www.vdh.virginia.gov/mrc/peninsulamrc)

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# Your Next Steps

- ★ Read the MRC Policies that are posted on our website
- ★ Take the PenMRC Orientation Post-Test (last slide)
- ★ Complete FEMA courses ICS-100 and ICS-700
- ★ Be Prepared & Aware; Create your Family Emergency Plan
- ★ Determine your volunteer interests/track; Get to know your MRC, and network by serving
- ★ Keep your contact information updated for critical alerts
- ★ Ask a friend or family member to join MRC, and serve together
- ★ Join us on Facebook and Twitter!

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# Contact Information

**Peninsula Medical Reserve Corps – Headquarters**  
**Peninsula Health Center**  
**416 J. Clyde Morris Blvd.**  
**Newport News, VA 23601**  
**Office Main: 757-594-8045 | Fax: 757-594-8612**

***Teresa Blakeslee, MRC Coordinator***  
[Teresa.Blakeslee@vdh.virginia.gov](mailto:Teresa.Blakeslee@vdh.virginia.gov)

***Julie Segor, Assistant MRC Coordinator***  
[Julie.Segor@vdh.virginia.gov](mailto:Julie.Segor@vdh.virginia.gov)

Web-site: <http://www.vdh.virginia.gov/mrc/peninsulamrc/index.htm>

Virginia Volunteer Health System: <https://vms.vdh.virginia.gov/vms/default.jsp?main=req>

TRAINVirginia: <http://va.train.org>

Facebook: Become a fan! Go to our website or search 'Peninsula Medical Reserve Corps'

Twitter: @PeninsulaVirginiaMRC

You Tube: <http://www.youtube.com/user/VAMRC>

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# Thank you

Thank you for choosing the  
Medical Reserve Corps!

We look forward to serving with you to  
***Help Protect the Health of Virginia***

***Please proceed to the post course test  
(next slide)***

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# Post Course Test

Click <http://www.surveymonkey.com/s/PeninsulaMRC>  
to take the post Orientation test.

***Please note you will be redirected to the PenMRC website  
upon clicking the 'submit' button***

**Upon submission of the test, you must make an  
appointment to come in to the Peninsula MRC Unit to  
complete a background authorization form, and have a  
photo taken for an ID. You will be mailed the ID upon  
successful completion of your background investigation.**

*(Special Thanks to Atty. Rath at Loudoun County MRC for his legal  
contributions to this Orientation.)*

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